

# BELMONT POLICE DEPARTMENT

## DISPATCHER TRAINING PROGRAM



## Training Manual

*Revised – March 2019*



## New Employee Checklist

### Passwords

- Windows
- RIMS
- CLETS
- CLEW
- Lucity
- Voice Print
- Text 2 911
- CalPhoto
- LawNet-Mugshot
- Avigilon
- Post Learning Portal – <https://lp.post.ca.gov>

### Items

- Keys & Key card
- Locker
- Locker in Locker room
- Mailbox
- Headset
- Thumb drive (Policy Manual, M.O.U., CLETS Manual & RIMS Manual)



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## **1. Introduction**

Thank you for becoming a part of the Belmont Police Department family. Public safety dispatchers are required to multi-task in order to expedite the processing of information and/or requests. For example, public safety dispatchers must be able to question a caller at the same time they are typing information into a computer. It is not as easy as it sounds but it is a skill that can be learned. The training program provides the guidance and opportunity to become a successful dispatcher.

The public relies on dispatchers for help. The dispatcher is a critical link between the community and emergency services. Dispatching is demanding work. There are situations where matters of life or death can depend on the public safety dispatcher. It can be stressful. It can be uneventful. It can be intense for many hours or just a few minutes. This roller coaster can take an emotional toll, as it can be all of these things in one shift. Law enforcement officers depend on dispatchers for information to help ensure their safety and the public's. The dispatcher's judgment, ability to obtain accurate information and knowledge of available resources are vital. Whether it is a life and death situation or a citizen's complaint, every call should be handled in an efficient and professional way.

Dispatchers encounter a variety of challenges. While remaining calm and professional, a dispatcher must evaluate each call for service as rapidly as possible, obtain relevant information from citizens regardless of their state of mind, research premise history, check names for warrants, ensure officer safety and simultaneously relay that information to units responding. Dispatchers also need to know department policies and procedures, the basic elements of crimes, local geography and available resources. Dispatchers are an integral part of the law enforcement team. They play a vital role in aiding people in trouble, stopping crime, preventing crime, investigating crime and ensuring the officer's and public's safety.

Public safety employees protect and serve the public. The public has a certain expectation of us. The basic expectations are to ensure public safety, protect life and property, enforce laws, prevent crime, reduce fear of crime, solve community problems, generate and maintain public trust, uphold constitutional rights and treating all people with respect. The Belmont Police Department continually strives to exceed these expectations.



## **2. Ethics and Conduct**

The following list is adapted from the International Academies of Emergency Dispatch Code of Ethics

- Dispatchers should endeavor to put the needs of the public above their own.
- Dispatchers should continually seek to maintain and improve their professional knowledge, skills, and competence and should seek continuing education whenever available.
- Dispatchers should obey all laws and regulations and should avoid any conduct or activity, which would cause unjust harm to the citizens they serve.
- Dispatchers should be diligent and caring in the performance of their occupational duties.
- Dispatchers should establish and maintain honorable relationships with their public service peers and with all those who rely on their professional skill and judgment.
- Dispatchers should assist in improving the public understanding of emergency dispatch.
- Dispatchers should assist in the operation of and enhance the performance of their dispatch systems.
- Dispatchers should seek to maintain the highest standard of personal practice and also maintain the integrity of the International Academies of Emergency Dispatch by exemplifying this professional Code of Ethics.

The following list is adapted from the International Academies of Emergency Dispatch Code of Conduct:

- Personnel shall not participate in, or publicly endorse, any group or organization that demeans the goals, objectives, credibility, reputation, goodwill, or dignity of the public safety profession.
- Personnel shall be truthful and timely in all forms of communication with the Academy and shall not provide information that is false, misleading, and deceptive or that creates unreasonable expectations. Personnel shall not sign any document that the individual knows or should know contains false or misleading information.
- Personnel shall notify the Academy of any and all occurrences that could call into question one's ability to perform his or her duty as a dispatcher.
- Personnel shall not violate patient privacy laws and rights and shall always respect those rights.
- Personnel shall not take calls or dispatch while under the influence of alcohol, illicit drugs, or any other agent that would impair one's ability to properly function in the dispatch setting.
- Personnel shall not engage in conduct or perform an act that would reasonably be regarded as disgraceful, dishonorable, or unprofessional.
- Personnel should avoid practicing or facilitating discrimination and strive to prevent discriminatory practices including, but not limited to, those relating to race, religion, color, gender, sexual orientation, national origin, age, or disability.
- Personnel shall follow their respective employer's policies and procedures. In addition, they shall strive to always follow protocol, including key questioning.



- Finally, personnel understand it is their responsibility to remain current on any and all protocol changes.

The following is an adapted version of the Code of Ethics for dispatchers, which was provided by The Association of Public-Safety Communications Officials (APCO) and written by Evert E. Carter, Chief Dispatcher Williamson County Sheriff's Department Marion, Illinois 1981.

As a Public Safety Telecommunicator, I am dedicated to serve the public; to safeguard life and property; to keep my personnel informed on all calls that may require their attention; to assist all public safety personnel in the performance of their duties; assure that all rules and regulations that govern my position are not violated in any manner. I will keep my private and social life free from all criticism; maintain a calm attitude during times of stress and emergencies; develop self-control and be constantly mindful of the welfare of others, regardless of race, creed, or religion. I will obey the laws of the land, rules, and regulations of the Federal Communications Commission and my department. Whatever information I receive of a confidential nature will be revealed only in the official performance of my duties. Becoming an Exemplary Public Safety Dispatcher I will never act in a selfish or unofficial manner or let my personal feelings, friendships, prejudices or animosity influence my decisions. I will enforce the rules and regulations of my department and the Federal Communications Commission without fear, favor or ill will, never employing unnecessary force and never accepting gratuities. I recognize the high responsibility of my position as a symbol of public faith and trust and will accept it to be held as long as I am faithful to the ethics of public safety service. I will constantly strive to achieve those objectives and ideals, which govern my profession, dedicating myself, to my chosen profession of public safety telecommunications.



### **3. BASIC DISPATCH FUNCTIONS OVERVIEW**

As a police employee, there are performance expectations. As with any industry, quality assurance is a big part of customer satisfaction. By nature of our job, we can't expect to satisfy all of our "customers"; however, there are some things we can do to ensure we are doing our part to provide excellent service to the community and fellow employees.

#### **Call Taking**

For each call you receive, you should strive to do the following:

- Accept and evaluate incoming calls
- Ask for and properly record the caller's phone number
- Talk and type, simultaneously ask the information and document it
- Obtain the correct location of the incident
- Attempt to get the full name and address of the RP
- Properly type-code the event
- Accurately reflect in CAD the information given by the RP
- Obtain a suspect description
- Vehicle information and direction of travel (use the CYMBAL method)
- Gather officer safety information (weapons, premise history, run out involved parties)
- Appropriately transfer or refer any calls not the responsibility of our agency

#### **Radio Broadcasting**

During each radio broadcast, you should do the following:

- Listens attentively, understands or clarifies messages received from units using appropriate terminology
- Event dispatched within appropriate timeframe, with any delays noted in CAD
- Maintain accurate status of units in CAD in a timely manner
- Maintain a calm and professional demeanor (refrain from inappropriate traffic)
- Proper use of channel restrictions
- Perform appropriate status checks
- Send appropriate number of units based on policy, premise history flag, or extraordinary events
- Ensure officer safety by prompting units for updates to address officer safety issues (DOT, descriptions, etc)
- Requested notifications are made promptly and noted in the incident
- During officer initiated activity, assign appropriate cover units and document accurately in the incident



### **RIMS**

Proper use of the RIMS system is crucial – information you enter becomes legal record.

- Document information in the proper format
- Record all information as given by field units and reporting parties
- Ensure the location verifies on incidents within city limits
- Properly utilize system resources to locate information
- Document information directly into CAD as it is given to avoid time delay
- Report any system errors or erroneous information to the system administrator
- Each call should have a brief summary of the incident in the description field





#### **4. The Criminal Justice System Overview**

##### **CRIMES**

Crimes are categorized by the nature and severity of the event. They can be felonies, misdemeanors or infractions. Although law enforcement primarily deals with criminal matters, we may also need to respond to civil matters. Officers sometimes need to mediate between two parties before an issue becomes criminal. An example of this may be an ongoing property line dispute between two neighbors, which has evolved into vandalism or a physical altercation.

##### **PUNISHMENTS**

A variety of punishments exists in the criminal justice system. Some punishments are fines, imprisonment to county jail, imprisonment to state prison, supervised probation, informal probation, parole, substance abuse programs, community service or post release community supervision. These are only some options available and they often times overlap.

##### **STATUTES**

Statutes are written laws. The primary sources of law stem from the United States Constitution, state constitutions, federal and state statutes, common law, case law and administrative law. Law enforcement primarily deals with enforcing the following areas:

- CVC, California Vehicle Code
- PC, California Penal Code
- H&S, Health and Safety Code
- B&P, Business and Professions Code
- W&I, Welfare and Institutions Code
- CO, City Ordinance Codes, aka Muni or Municipal Codes

Keep in mind many other statutes exist, the above list is just an example of the ones we frequently encounter. It is our responsibility to gather the basic elements of the situation and provide it to the responding officers. For example, a 9-1-1 hang-up may later be determined to be Human Trafficking issue with many more victims.

##### **IMPORTANT ROLES IN THE JUSTICE SYSTEM**

The justice system involves many components working together. Some of these elements are listed below:

- Law Enforcement Officers
  - County, for example sheriff deputies
  - State, for example California highway patrol, California parks or fish and game
  - Federal, for example U.S. Marshals, F.B.I. or A.T.F.
- District Attorney
- Defense Attorney



- City Attorney
- Judges, (local judges may issue EPO's or search warrants)
- Social workers, child protective services or adult protective services
- Courts (municipal, county, state, district, appellate, supreme)
- Mental health workers, public or private (psychiatrists, counselors, therapists)
- Department of Corrections, parole, county or federal
- Probation departments, county or federal
- California youth authority, probation or juvenile hall detention facilities

### **Local Law Enforcement Information**

#### **Belmont**

The city of Belmont shares borders with three cities – San Mateo to the North, Redwood City (Shores) to the East, and San Carlos to the South. To the West is unincorporated San Mateo, which is patrolled by the San Mateo County Sheriff's Office. The Sheriff's Office also patrols the unincorporated industrial portion of Belmont, located East of Old County Rd and North of Harbor Blvd to O'Neill Ave. Some major bordering streets and highways are Highway 101 on the East side of town, Highway 92 and Highway 280 on the West side of town, and State Route 82 (El Camino Real) which runs the entire length of the Peninsula from San Jose to San Francisco. In the city of Belmont there are several main streets to familiarize yourself with: Ralston Avenue, the main thoroughfare East to West; El Camino Real, the main street North and South; Old County Road, which parallels El Camino North and South, separated by railroad tracks; and Alameda de las Pulgas, also running North and South.

#### **Mutual Aid Requests**

Mutual aid is a common request between cities within San Mateo County. Frequent requests for assistance are for a canine unit, language translation, or additional units if needed. The Watch Commander should first approve a request for assistance from other agencies.

#### **California Highway Patrol**

The CHP is responsible for all traffic-related incidents on freeways, on & off-ramps, and any accidents or traffic related matters on unincorporated county roadways.

Any criminal activity in those areas will be handled by the city police or sheriff. CHP needs notification if a criminal incident is occurring in their jurisdiction.

CHP handles all student occupied school bus collisions, regardless of injury. If it is just the driver, it is not considered an active school bus.

CHP can handle officer-involved injury accidents if requested to do so.

CHP is also a useful resource for traffic control on major events.

CHP dispatch can assist us with silver, blue, yellow or amber type alerts.

#### **San Mateo County Sheriff's Office**

The San Mateo County Sheriff's Office (SO) is responsible for the law enforcement in the unincorporated areas of the county. They also provide police services for cities that have contracted



out their police services. The SO also maintains county jails, several county detention facilities and work camps, a county crime lab, Coroner's Office and various other units such as a bomb squad,

Narcotics Task Force, County Vehicle Theft Task Force, and SWAT. In addition, the SO also supplies bailiffs to the County court system and carries out civil evictions or process service.



## 5. CALL TAKING

### CALL TAKING OVERVIEW

Remember that you represent the department as a whole. The contact you may have with someone over the phone could be their first and only contact with the police department. Be professional and pleasant at all times. There is a high level of expectations for customer service in our department. Attempt to assist callers as best as possible or refer them to another resource. If you do not know the answer to give the caller, let them know, research it and get back to them. During in progress calls always attempt to keep the caller on the phone. Always remain calm and professional regardless of a caller's demeanor. Answer every call in a pleasant and professional manner – never let a difficult call or caller influence the way you answer the next call. Make decisions that are legal, ethical and effective.

### COMMUNICATION TECHNIQUES

Remember there may be obstacles in obtaining pertinent information from a citizen who is calling for assistance during an emergency or stressful situation. It is natural for citizens to have emotional responses or altered perceptions during difficult times. A caller's reaction to an event may be difficult to predict and can often times alter during a phone call. Dispatchers should recognize that the variety of reactions are to be expected in stressful situations. Dispatchers will need to adjust their methods of communication as needed. Key techniques that should always be employed are patience, understanding and non-defensive responses.

Dispatchers can attempt to view the situation from the other person's perspective in order to gain a better appreciation of the circumstances. Several different communication techniques can be useful during these circumstances. Active listening, paraphrasing, being direct and sometimes being assertive are a few skills you should become familiar with.

Our communication skills will often times need to adapt to the caller's situation, overcome challenges, or improvise as needed. Our style of communication may depend on the caller's demeanor. In certain situations, a form of assertive communications may be required. Assertive communication techniques are firm, yet non-aggressive communications. The composition and delivery of assertive messages should always remain professional. Project authority and knowledge, backed up by a certainty of what you are telling the caller. If you are hesitant or seem unsure, the caller will probably question your answers or your ability to help.

Communication techniques:

These are by no means the only communication techniques available, but rather suggestions.

- Effective listening. There is an important difference between "hearing" and "listening." Callers appreciate knowing you are listening; not simply "hearing" them or letting what they are saying go in one ear and out the other ear.



- Active listening. This requires conscious concentration on the verbal and nonverbal communications of the speaker. Be receptive and positive. Our demeanor can either facilitate or block effective communication.
- Limiting unnecessary talking or interruptions. It is difficult to listen while interrupting and the caller may disengage.
- Remain objective to the message – Listen to the person and the message completely. Things or events may be conveyed that are difficult to believe (i.e., working 24 hours a day for three days). If the speaker is mentally closed off, effective communication will be closed off.
- Paraphrase and use feedback – When the speaker has finished talking, paraphrase what was said. This ensures the caller you understood and heard what they said.
- Do not formulate an instant response – Avoid creating a response while the person is talking. When this occurs, listening has stopped and important points to the message are likely to be missed.



### **Call Taking Skills**

The objective of your telephone training is to learn, perform, demonstrate and ultimately master the following abilities:

- A) Speak clearly
- B) Speak loud enough to be heard
- C) Speak slow enough for the caller to understand
- D) Be concise
- E) Be professional
- F) Be courteous
- G) Use good judgement
- H) Be ethical
- I) Be respectful
- J) Maintain public trust
- K) Inspire the public's confidence in our department
- L) Take control if needed
- M) Prioritize calls
- N) Gather pertinent information
- O) Verify the caller's information
- P) Ask logical questions, ie. if the suspects left ask which way did they go, how did they leave?
- Q) Keep supervisors advised when needed
- R) Never give advice or counsel
- S) Control your emotions
- T) Avoid personal judgements



### **Answering Priority**

As a Police dispatcher handling incoming calls for service, it is your responsibility to screen the calls in order of priority and importance. Your job is to obtain accurate and complete information through proper questioning and listening techniques.

Although an emergency can be reported on any incoming phone line, phones will be answered in order of priority as follows:

- First, the three 9-1-1 lines
- Second, the two seven-digit emergency lines and the dialer alarm line.
- Third, the business lines
- Fourth, the micro line and dispatch

Dispatchers must answer all emergency line calls immediately and determine if an emergency exists. If so, handle the emergency. If not, transfer the person to the proper department or agency, or ask the person to hold. If you have several non-emergency lines ringing, answer the phone and immediately ask, "Do you have an emergency?" If not, put the caller on hold and check the next line. Many emergency calls come in on non-emergency lines. Incoming calls should never go unanswered. A caller's perspective of an emergency can vary.

### **Caller Considerations**

#### **Non-English Speaking Callers**

If necessary, utilize the language line translation service to assist a caller.

#### **Hearing or Speech Impaired**

Use the tty program on the phone system.

Some callers choose to use a video relay service or video remote interpretation. This type of relay service uses equipment like web cameras or other capable devices to communicate with citizens who choose to use it. The relay service then places a voice call into dispatch centers on their behalf.

#### **Collect Calls**

Although it is rare to receive collect calls, the Belmont Police Department will accept collect calls.

#### **Child Callers**

- Use words the child can understand without talking down to them.
- Tell them your name and use their first name during the call.
- Ask them to clarify if they use vague terms like "something bad is happening".
- If a child does not know where they are, ask them to look for items with the address on it if it is safe to do so.



### **Basic Call Taking Questions**

There are basic questions that apply to almost every call.

The basic questions are:

- **WHERE?**
- **WHAT?**
- **WHEN?**
- **WHO?**
- **WEAPONS?**
- **WHY?**

### **The Basic Call Taking Questions Explained**

#### **Where?**

Where did the incident occur?

Where is the caller?

The call may not have occurred in Belmont's jurisdiction. If it is not in Belmont's jurisdiction, transfer the caller to the appropriate agency. The only exception to this is a missing person report. By law, if we receive a report of a missing person, we must handle the call regardless of where they are missing from or where the caller is calling from.

#### **What?**

What is happening?

What occurred?

#### **When?**

When did this happen? Is it happening right now?

Ascertain quickly if the crime is in progress to help determine if this is a high priority call.

\*Keep callers on the phone for any in progress calls or calls where suspect may still be on scene.\*

#### **Who?**

Who is calling? What is their name? What is their phone number?

Who is involved?

Is anyone injured?

Who is the suspect? What do they look like? Where did they go?





### **Weapons?**

Remember any type of object can be used as a weapon.

Citizens may feel the need to protect themselves prior to police arrival. If a citizen advises they are armed, ask them to secure the weapon and advise the officers of the potential officer safety issue.

Again, the kind of weapons and their locations should be passed on to the officers immediately. If the caller is armed ask them to secure the weapon or put the weapon down before officers get there.

- What type of weapon was used?
- Can you describe the weapon?
- Was the weapon seen or assimilated?
- Where is the weapon now?
- Are there any weapons in the home?
- Is the suspect known to carry any weapons?

### **Why?**

Does the caller know why the incident is happening? If the caller knows the suspect, does caller know why the suspect is acting the way (s)he is or doing what (s)he is doing? (Example: Does the suspect take medications that (s)he may have discontinued using, or does (s)he have a history of mental problems?)

### **Descriptions and Directions**

Any time there is a suspect or other party involved ascertain the following information.

- How many people are involved?  
If there's more than one suspect, try to get individual descriptions. It is more useful to the officers to have individual descriptions instead of 3 light complexion boys in their teens.
- What do they look like?  
Skin tone  
Age  
Hair color  
Facial features, mustache or goatee
- What are they wearing?  
Shirt color  
Pant color  
Shoes  
Misc., back pack, skateboard, garbage bag, etc.



- What are they carrying?  
Hint, get the description from head to toe when possible. This helps responding officers summarize what they are looking for while they are driving. For example, a light complected male in his late 50's with a green baseball cap, red shirt, brown sweats, red shoes and carrying a zebra stripe back pack.
- Which way did they go?
- How did they leave? On foot or in a car?
- What kind of car? CYMBAL
- If the person is known to them, where do they think they will go? For example, their home or a relative's?

### **Beyond the Basic Call Taking Questions to Consider**

#### **Always ask the basic questions first.**

- WHERE?
- WHAT?
- WHEN?
- WHO?
- WEAPONS?
- WHY?

#### **Here are a few more questions to consider asking beyond the basics.**

##### **Accident**

- Are the airbags deployed? If so, start fire and medics.
- Are the vehicles blocking the roadway?
- Are you a witness?
- Are you involved in the accident?

##### **Hit and Run Accident**

- What is the suspect vehicle description? CYMBAL
- Can you describe the suspect driver?
- Could you identify the suspect driver?
- Did you witness the accident?
- What type of damage would the suspect vehicle most likely have?



### **Fight**

- Is it a verbal or physical fight?
- Is anyone injured?
- Is the fight still active?
- How many people are involved?
- Are there any weapons involved?
- Is anyone intoxicated or under the influence of drugs?
- Is the fight inside or outside?
- Are the people involved associated to any vehicles?

### **Stolen Vehicle**

- Where was the vehicle stolen from?
- When did you last see the vehicle?
- CYMBAL
- Does anyone besides yourself have access to the car keys?
- Are all the keys accounted for?
- Does anyone else have permission to drive the car?
- Is there any video surveillance?
- Were there any weapons in the car?
- Are the payments current on the car? (if a possible repo)

### **Burglary**

- When did it occur or a time frame?
- How did they make entry? (window smash, door kick, etc)
- Has anyone been inside the area that was broken into?
  - If yes, has anything been touched or moved?
  - If no, remain outside or in a safe place until officers arrive. Do Not Go In.
- Do you know if anything is missing?
- Is there any video surveillance?

### **Robbery**

- If a weapon was used, where is it?
- Are there multiple suspects?
- What was taken?
- Could you identify the suspect(s) if you saw them again?
- Is there any video surveillance?



### **Domestic Violence**

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- Is it verbal or physical?
- Is the caller involved?
- Does the caller need an ambulance?
- If physical, what specifically happened? "You said you were hit, how were you hit?"
- Is anyone intoxicated or under the influence of drugs?
- Is the suspect aware the police have been called?
- Is the suspect still on scene?
- Is anyone else on-scene? Any juveniles?
- Has this ever happened before?
- Are there any restraining orders?
- Was the suspect arrested or on probation?
- If the suspect is about to leave, get their description, their vehicle description and the direction of travel.

### **Prowler**

- Keep the caller on the line, for real time updates
- Was the prowler seen or heard?
- Ask the caller "If I were looking at your house from the street, was the suspect seen on the left or the right side?"
- Where did they last see/hear the prowler?
- When did they last hear the prowler?
- Where is the RP in relation to the prowler?
- Where is the best access to the rear yard?
- Is the gate locked?
- What vehicles should be parked in the driveway?
- Is it a one or two-story house?
- Are there any hazards that I should warn the officers about, like pools, ponds, pets, gates, weapons?
- How many people are in the residence besides RP?
- Is anyone expected to come home?
- Let the RP know what to expect after the officers arrive. Advise them not to come to the door or turn on any lights until instructed to do so.



### Suicidal Callers

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Calls involving a suicidal subject can be very dangerous to officers, callers or any other involved party. Keep the caller on the line as long as possible. These calls can be very unpredictable. Don't dismiss or down play the caller's emotions. Remember the person calling for help is at a point of despair. Be empathetic and compassionate. In 1997 a study showed that 25% of the officer involved shootings were "suicide by cop". Acknowledge their feelings, utilize active listening skills, listen carefully to the background noises and gather as much information as possible from the caller and from our available resources. Be creative as you may find some line of questions will evoke a more emotional response.

- Tell them your name; make them feel at ease speaking to you.
- Use the caller's name when addressing them.
- Don't be afraid to ask direct questions.
- Let them know you'd like to stay on the phone with them until help has arrived.
- Do they have a plan? Paraphrase the caller's words.  
How do you plan on "ending it all"?
- Do they have any weapons?
- Have they already hurt themselves?
- Have they tried this in the past?
- Are they taking any prescription medications?
- When was the last time they saw their doctor?
- Are they current on their medications?
- Have they been drinking today?
- Are they under the influence of any other drugs?
- Where are they located exactly in the home? Or in the park? Or parking lot?
- Is anyone else with them?
- Ask open ended questions.
- Let them vent if needed.
- Keep them talking. Be creative. Listen for statements that provide opportunities to gather more information or keeping the caller on the phone.



### **School Shooting or Active Shooter Events**

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- Is this going on now?
- How many shooters are there?
- Where are they?
- Descriptions of suspect(s)?
- What type of weapons do they have? (rifles, handguns, shotguns, explosives, etc)
- How many victims are there? Where are they?
- Any known hostages?
- Where are you now?
- Can you see the suspect(s)?
- Do the suspects know you are calling the police?
- Are there other people with you?
- Have lockdown procedures been activated?

### **Summary**

1. The written CAD notes should be concise and organized.
2. The call for service should :
  - a. Contain specific facts to support the incident type.
  - b. Use correct verbiage.
  - c. Contain suspect descriptions that are complete, accurately documented, and properly formatted (including suspects when descriptions have been provided).
  - d. Contain vehicle descriptions that are complete, accurately documented, and properly formatted (when descriptions have been provided).
  - e. Contain complete weapon information when available and appropriate.
  - f. Contain drug or alcohol information when available and appropriate.
  - g. Includes all necessary information for officer safety, citizen safety and the apprehension of the suspect.
  - h. Avoid personal opinions or editorial comments.
  - i. Reflects the comments and needs of field units accurately.



### **6. Police Radio Dispatching**

The ABC'S of dispatching are accuracy, brevity and clarity.

The dispatcher is the communications link between the public and the officers. He/she must devote complete attention to the radio and remain alert for every transmission, because an officer's radio traffic is the first priority. Radio transmissions can be poor and sometimes the dispatcher must understand a transmission just from hearing part of a broadcast. Your proficiency directly affects the safety of every officer in the field.

All transmissions should use the minimum of words/codes that convey the message clearly. Conversation and personal names should not be used. An even, professional tone should be used, showing no emotion. Accurate status of units at all times needs to be maintained and passed on to anyone doing radio relief, or to the next dispatcher.

Broadcast as much information as you have about an in-progress incident. The more pertinent information the responding officers have, the better equipped they will be to deal with the call. Always keep officer safety in mind. Try to anticipate actions that may be required. Keep control of the radio, and try to take initiative during a call whenever possible. The amount and quality of the information broadcast has an immediate and vital bearing on the safety of the responding officers. It could also form the basis for a pedestrian or vehicle stop, which could lead to an arrest, a charge by the District Attorney, and a trial. It might even become the basis for an officer to use his/her weapon, resulting in the injury or death of a suspect. It is therefore vital that the dispatcher obtain and relay complete and accurate information to the responding officers.

All transmissions need to be acknowledged as soon as possible. If a transmission is unreadable, say "last unit unreadable." If you hear the officer's call sign but can't copy the transmission, say "P19, 10-9" (using the appropriate call sign).

#### **Call Prioritization**

Priorities for dispatching incidents are classified from 1 to 3, as follows:

Code 3 – top priority, dispatch immediately; emergencies, potential emergencies. Any call which presents

immediate threat to life or property. Some agencies call this Priority 1.

Code 2 – dispatch as soon as possible; urgent calls, etc. (Priority 2)

Code 1 – dispatch when possible; parking complaints, cold reports, etc. Some agencies call this Priority 3.



### **Channel Usage**

PD-1 is reserved for essential dispatching and coordination. We share this frequency with San Carlos Police Department. It is possible for an officer in the field to broadcast and be heard while the base station is transmitting. However, two field units cannot be received at the same time. Field Officers should be encouraged to use an alternate frequency or the telephone to make lengthy transmissions, except for where this would compromise officer safety. When using PD-1, officers and dispatchers should be encouraged to break their broadcast into smaller segments, with a short pause between them which would allow another officer with a priority to break in.

PD-2 is the back up channel to our primary.

TAC-2 is the Central County tactical frequency (and back-up county wide frequency). It may be used for lengthy transmissions, if PD-1 is inoperable due to technical problems, or if radio traffic on the primary channel is restricted for an emergency call. It is used and monitored by every agency in the county, so traffic should remain of a professional nature.

TAC-3 is the South County tactical frequency. It is the channel that San Carlos Police Department and other South County agencies use for their lengthy transmissions. We have monitoring and transmitting abilities on this channel, but receiving transmissions made by agencies not in the immediate vicinity may be difficult.

CWMA – stands for "County Wide Mutual Aid", and is also referred to as the "Green." It is primarily monitored by County Communications and used to coordinate county-wide mutual aid efforts. It may also be used by agencies who are out of the range of their normal radio frequency, or if an agency gets into pursuit of a vehicle.

SCHOOL – This is the "Belmont Safe Schools" channel and should be monitored at all times. Certain school personnel at each school are trained in the use of the radio and may use it if there is an emergency. The schools will check their radios with you every Tuesday morning.

FIRE – Fire dispatching is done by San Mateo County Communications. It is used to monitor only.

### **Beat Configuration**

The city is divided into a three beat system.

You should always attempt to dispatch the beat officer to their assigned beat. Some judgement may be required if the assigned officer for a beat is tied up on another call for service or unavailable.





**Beat 1** – Includes all of North bound El Camino Real from the north to south borders, to the east border (Redwood City).

**Beat 2** – Includes South bound El Camino Real to North bound Alameda, everything west of Beat 1 and All Alameda De Las Pulgas addresses on the east side of the street.

**Beat 3** – Includes South bound Alameda to the west border with San Mateo.

### **Dispatching a Call**

You should develop a consistent, standardized format and terminology so that the officers know what to expect. Developing a cadence is recommended also.

The officer's call sign and call type should be given first (ex: "24P19, cold 488"). Wait for the officer to acknowledge, then the location and details of the call should be given (ex: "24P19, a cold 488 at 1100 Continentals #309. 10-62 the RP, Mary Smith, who will be standing by at her storage locker.").

Another common way calls are dispatched is to give the officer's call sign, then wait for the officer to respond. Once they acknowledge, give the call type, location and details of the call. (ex: "24P19." (P19, go ahead) "P19, cold 488 of a storage locker at 1100 Continentals #309. 10-62 RP Mary Smith who will be standing by the locker.")

Some dispatchers feel more comfortable with one way more than the other, it all depends on what feels most comfortable for you. If there is a call where a cover unit should be sent, wait for the primary officer to acknowledge the call, then immediately say "unit to cover" or assign the next available unit. Make sure that the cover unit answers you, and acknowledge them.

Dispatching officers is not simply seeing who is in service and who has a call pending, and sending them to the next unassigned call in the queue. You must take into account the incident's priority, who will be coming into service shortly, who is on Code 7, who is close to the incident, and who has responded to incidents off their beat already.

Determine which incident should be dispatched next and how many officers should be sent.

Once the initial broadcast of a call has been made, a follow-up broadcast can be given out with additional information, such as suspect description, vehicle description(s) or prior history. Suspect descriptions are given out as follows: race, sex, age, then a full description from head to toe. An example would be "a WMA, approximately 35 years, brown hair, blue eyes, last seen wearing a plaid shirt, jeans, and white tennis shoes."

On calls with the same priority code, the first call received should be dispatched first, although you should consider the caller's situation, such as standing by on a street corner, waiting at home, waiting in an isolated location, etc. when deciding which call to dispatch first.



All reports of crimes in progress shall take priority over others. However, crimes against persons have priority over property crimes. The dispatcher shall always consider the presence of weapons, and number of persons or potential dangers to citizens when determining incident priority. Examples of these types of calls are:

- Robbery with shots fired
- Casualties,
- Medical emergencies
- Injury vehicle accidents
- Bank alarms
- Fight (verbal, physical, unknown-heard only)
- Potential injury to a citizen
- Welfare check (depending on the individual situation)
- Non-injury accident with vehicles blocking the roadway
- Suspicious person, vehicle, circumstances

Examples of calls that don't require an immediate response but that should be dispatched as soon as possible are:

- Non-injury vehicle accidents with vehicles in a safe location
- Missing person, especially a juvenile
- Parking problem, tow requested (blocking a driveway or the roadway)

Examples of calls that can wait for a short period of time are:

- Cold report of a crime
- Abandoned vehicles
- Parking problem, not blocking, cite only
- Citizen assists (citizens requesting to speak to an officer for information)
- Barking dogs
- Other service-type calls

### **The Response**

The basis for establishing response is partly based on previous history, and partly on the facts as described by the caller. The person entering the call into CAD should enter enough details to allow whoever is dispatching the call to determine the call's priority. Factors such as presence of weapons, number of people, prior violent history and the extent of the area to be covered will determine how many officers will be dispatched.

Generally, any time a crime is reported in progress or just occurred, weapons are involved, or there are several subjects involved in an incident, send two or more officers. It's always better to send



more officers than needed than not enough. "When in doubt, send them out." Depending on the nature of the crime and the availability of officers, additional officers may respond to assist.

Despite these guidelines, the primary officer assigned to the incident may choose to respond without cover by advising the dispatcher that he/she is "Code 4" or they may say "I'll advise," meaning they will advise on any additional units needed. However, if other officers are available, they may still respond and advise dispatch "T10 responding until code 4." If there is no unit available other than the primary unit responding, you can advise the officer that they are "Code 13" and they will tell you if they will advise on cover or if they would like to request mutual aid from another agency.

You should always be alert for additional requests for assistance by an officer. Such a broadcast may be made several ways and might be made only once, depending on the situation and the individual officer.

On those occasions when no officers are available to provide cover, the sergeant or watch commander can be dispatched. If they are not available, you may need to reassign officers currently on another assignment to respond to the cover. In these cases, determine which officers are on non-priority, report-only cases and might be close enough to respond. Then assign the officers to cover. The following phrases are examples of what you might say:

"P20 are you available to break and cover T10?"

"P15, prior to your cold 460, respond to cover T10."

If the covering officer does not answer right away, follow up the transmission by saying: "P20 copy?"

### **Response Code**

There are three official code of responses:

Code 1 – Routine. Examples of a code 1 call would be a barking dog, or a parking complaint that is not blocking.

Code 2 – Urgent. Expedite, but use of red light and siren is not authorized. Examples of a code 2 call would be a non-injury vehicle accident which is blocking an intersection, or a request for routine cover on a traffic stop.

Code 3 - Emergency. Proceed immediately using red lights and siren. Examples of a code 3 call would be a traffic accident with injuries, an active physical dispute or a prowler inside a residence.

All of these codes of response are at the discretion of the responding officer, who will make his/her decision based upon existing laws and department policies.

Because the officer on the street has to deal with changing conditions and circumstances, they may upgrade or downgrade their response. They may do this in response to information you provide, weather or traffic conditions, or various other reasons. They should tell you, and you will document in the CAD system, when they change their code of response. A dispatcher should never tell the officer what code to respond in, unless it is to describe a request from an outside agency or fellow officer.



### **Delays in Dispatching**

Whenever possible notify a citizen of any unusual delay in police response.

### **Multiple Transmissions**

Occasionally units will attempt to use their portable radio at the same time. Dispatch should say, "multiple units, P8 go ahead" to the unit that is heard first, then "other unit with traffic?" If you hear a unit who has emergency traffic, but can't make out who it is, you can say, "multiple units, unit going 11-86, go ahead."

### **Victims, RP's**

The call may contain a victim's name, a reporting party or simply "refused." Sometimes a name, address and telephone number will be placed into the call, but the person requests no contact. You should make it clear to the responding officer(s) if the person specifically does not want contact.

### **Prior Cases**

Callers will sometimes request advice of an officer concerning a previously reported crime or incident. After handling the call, the officer will indicate that it pertains to a prior case and will give the incident number. Enter the number in the notes of the CAD incident, as well as on Page 2 of the incident under "Associated Incidents." It is also advisable to refer to the new event in the original incident by adding a comment in the notes.

### **Change of Shift**

Dispatchers should check with the Watch Commander before assigning non-priority calls close to shift change. The Watch Commander will determine if the call can be handled at that time or given to the next shift.

### **Special Situations**

#### **Officer Emergencies**

If an officer needs help immediately, he will call for "code 3 cover" (or "code 30" in rare circumstances). The dispatcher should repeat back the officer's call sign and location for the other units. For example: "24P20 requesting code 3 cover, Middle and ECR."

#### **Code 33**

Whenever it is necessary to restrict the use of the primary radio channel to emergency traffic only, units may request a code 33. The dispatcher can also request a code 33 if needed. Depending upon the circumstance, you may activate the Priority Marker on the radio console, which will emit a short beep every 15 seconds to alert/remind officers to stay off the radio with non-priority traffic. Use of the priority marker may not be advisable in all situations. The officer will tell you if they want it silenced.



### Pursuits

Pursuits involving police officers and suspects are a serious hazard to those involved, and to other vehicles and citizens in the pursuit's path. Usually the suspect(s) have nothing to lose and drive without regard for traffic signals, stop signs or the speed limit. Officers, on the other hand, must always regard the safety of others during a pursuit. Officers will say they are in pursuit and give a location. The location must always be repeated back immediately for the responding units. Once a pursuit is established, tell the pursuing officer to "go to the green" so the sheriff's office and other jurisdictions can copy the pursuit and join it if needed. Further dispatching of the pursuit can be given over to San Mateo County Communications on the Green Channel. County should be notified either via phone or radio as soon as possible about the pursuit and circumstances involved. The most effective way to do that is by transmitting on the Green, "County from Belmont on the Green, we're coming on with a pursuit, northbound 101 from Ralston, on a 10851, plate 3SAM123, a green Honda Accord." They will then proceed with your units in the pursuit.

Be careful when an officer calls a "Failure to Yield" rather than a pursuit. The two are not the same, and should be called by their proper names. The dispatcher should not interchange the terms, but stick with what the officer chooses to call it. A pursuit usually involves a reckless driving pattern and evasive action, and is almost certainly criminal in nature. A failure to yield is just that – refusal to yield to the officer's vehicle. A failure to yield may be criminal in nature or the result of inattention.

### Summary

Use only necessary words or codes on the radio.

Use an even, professional tone, showing no emotion or attitude.

Use standard phrases and codes.

Dispatch incidents in a timely manner.

Maintain accurate status of all units.

Broadcast all information you have about an in-progress incident to the responding units.

Always be conscious of officer safety.

Try to anticipate actions that might be needed such as running computer checks.

Take the initiative whenever possible.

Be aware of constantly changing priorities to efficiently handle incidents.



## **7. RIMS**

**In the process of completion**



## 8. Common Law Enforcement Abbreviations and Codes

A/F	=	Across from
APS	=	Aging & Adult Services
ATC	=	Attempt to Contact
ATL	=	Attempt to Locate
C&B	=	Conscious and breathing
C/B	=	Call Back
CK	=	Check
CPS	=	Child Protective Services
DOB	=	Date of Birth
DOT	=	Direction of Travel
DOF	=	Direction of Flight
ETA	=	Estimated Time of Arrival
EtOH	=	Has Been Drinking (fire)
HBD	=	Has Been Drinking (PD)
IFO	=	In front of
J	=	Juvenile
JUV	=	Juvenile
JEO	=	Just East of
JNO	=	Just North of
JSO	=	Just South of
JWO	=	Just West of
LSW	=	Last Seen Wearing
NFD	=	No Further Description
NFI	=	No Further Information
O/O	=	Out of
PHS	=	Animal Control
RCL	=	Roadway Cleared
RESP	=	Responsible
RES	=	Resident
RO	=	Registered Owner
RP	=	Reporting Party
RTI	=	Refused to Identify
SUBJ	=	Subject
SUSP	=	Suspect
TRO	=	To the Rear Of
TRO	=	Temporary Restraining Order
UNK	=	Unknown
UTL	=	Unable to Locate



## Dispatcher Training Manual

Belmont Police Department  
"Tradition of Service"

VEH	=	Vehicle
VIC	=	Victim
X	=	Female
YO	=	Years Old
YOA	=	Years of Age

### Phonetic Alphabet

A Adam	B Boy	C Charles	D David
E Edward	F Frank	G George	H Henry
I Ida	J John	K King	L Lincoln
M Mary	N Nora	O Ocean	P Paul
Q Queen	R Robert	S Sam	T Tom
U Union	V Victor	W William	X X-ray
Y Yellow	Z Zebra		





**Code1 – at your convenience**

**Code2 – priority (no red lights / siren)**

**Code3 – emergency (use red lights / siren)**

**Code4 – no further assistance needed**

**Code5 – stakeout**

**Code7 – mealtime**

**Code8 – box alarm**

**Code9 – suspicious package**

**Code10 – bomb threat**

**Code12 – unauthorized traffic**

**Code13 – only unit available**

**Code14 – vacation / house check**

**Code20 – cover; local units only**

**Code30 – officer needs help (emergency)**

**Code666 – county roadblock**

**Code1000 – plane crash**

**Code2000 – proceed to post and wait**

**904 – fire**

910 – can handle detail

950 – required fire investigation

952 – report on conditions

953 – smoke investigation

953A – gas investigation

954 – off the air at fire

955 – fire under control

956 – detail unfinished, available

**10-1 – receiving poorly**

**10-2 – receiving ok**

10-3 – change channels

**10-4 – message received**

10-5 – relay to

**10-6 – busy**

**10-7 – out of service**

**10-8 – in service**

**10-9 – repeat**

**10-10 – home on call**

**10-12 – suspect / others listening**

10-13 – weather / road conditions

**10-34 – open door / window**

**10-35 – active probation / parole**

10-39 – status check

10-41 – notify if ambulance needed

10-42 – ambulance needed

10-43 – no ambulance needed

10-44 – doctor required

10-45 – ambulance needed (non-vehicular)

10-46 – ambulance (sick call)

10-47 – ambulance transfer (non contract)

10-48 – ambulance transfer (contract)

**10-49 – proceed to**

**10-50 – obtain a report**

**10-51 – drunk**

10-52 – resuscitator

10-53 – man down

**10-54 – possible dead body**

**10-55 – coroner's case**

**10-56 – suicide**

**10-56A – attempted suicide**

**10-57 – firearms discharged**

10-58 – dumping complaint

10-59 – malicious mischief

10-60 – ball playing in the street

**10-62 – meet the citizen**

**10-65 – missing person**

**10-66 – suspicious person**

10-67 – person calling for help

10-68 – tree down

**10-70 – prowler**

10-71 – shooting

10-72 – knifing

**10-73 – how do you receive**

10-77 – check barricades

10-79 – clogged sewer or drain

**10-80 – explosion**

10-81 – broken water main

10-82 – leaking hydrant

10-86 – any traffic

**10-87 – meet the officer**



10-14 – escort

**10-15 – prisoner in custody**

10-16 – pickup

**10-19 – enrte station**

**10-20 – location**

**10-21 – telephone**

**10-22 – cancel**

**10-23 – standby**

**10-27 – driver license check**

**10-28 – vehicle registration check**

**10-29 – check for wanted**

**10-30 – wanted**

**10-30F – felony want**

**10-30M – misdemeanor want**

**10-31A – clear, no record**

**10-31F – clear with felony record**

**10-31M – clear with misdemeanor record**

10-32 – drowning

**10-33 – alarm**

**10-91 – animal call**

**10-97 – arrived on scene**

**10-98 – finished with last assignment**

**11-23 – vehicle / traffic hazard**

**11-24 – abandoned vehicle**

11-26 – abandoned bicycle

**11-54 – suspicious vehicle**

11-66 – signals out of order

11-79 – accident; ambulance enrte

**11-80 – accident; major injury**

**11-81 – accident; minor injury**

**11-82 – accident; property damage**

**11-83 – accident; unknown injuries**

**11-84 – traffic control**

**11-85 – tow truck**

**11-86 – traffic stop**

11-87 – wash down

**11-96 – pedestrian stop**



## Dispatcher Training Manual

Belmont Police Department  
"Tradition of Service"

### Must Know Codes – PC/VC/HS/WI

69 PC	
148 PC	
166(a)(4)PC	
187 PC	
207 PC	
211 PC	
215 PC	
240 PC	
241 PC	
242 PC	
243(B) PC	
243(e)(1) PC	
245 PC	
246 PC	
261 PC	
261.5 PC	
273.5 PC	
273.6 PC	
288 PC	
290 PC	
314 PC	
415 PC	
417 PC	
422 PC	
460(a) PC	
460(B) PC	
487 PC	
488 PC	
503 PC	
594 PC	
602 PC	
647(a) PC	
647(b) PC	
647(c) PC	
647(d) PC	
647(e) PC	
647(f) PC	
647(h) PC	
647(i) PC	
647(j) PC	
647.6 PC	
653K PC	
653M PC	
664 PC	
666 PC	



## Must Know Codes – PC/VC/HS/WI... (continued)

1203.2 PC	
3056 PC	
12020 PC	
10851 VC	
20001VC	
20002 VC	
22350 VC	
22450 VC	
23103 VC	
23109 VC	
23152 VC	
23153 VC	
11350 HS	
11357(B) HS	
11364 HS	
11377 HS	
11550 HS	
602 WI	
777 WI	
5150 WI	
4140 BP	



## Section 1: ADMINISTRATIVE ORIENTATION

<u>AGENCY ORIENTATION:</u> The trainee shall develop an understanding of the organization and the operation of their agency as is relates to the communications field.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
The trainee shall be provided a tour of the facility with appropriate explanations as to the primary functions of the various divisions and introduction to available staff, management and support personnel.		
The trainee shall receive a "New Employee Orientation" provided by the personnel division (Handouts: 10-Code Card, Policy Manual, MOU)		
The trainee will identify the organizational functions and chain of command of the agency. (PM Sec. 200 & 201)		
The trainee will identify the policies of the agency's Policy Manual, M.O.U., and related materials:		
Standards of performance and conduct on and off duty (PM 340)		
General work rules:		
1. Press releases / relations (PM 346)		
2. Personnel Complaints		
3. Scheduling / shift rotation / shift hours		
4. Grievance and disciplinary procedures. (PM 1005, 340; MOU 18,19)		
Sick leave use / reporting / absenteeism (PM 1013, 1014; MOU 14)		
Duty uniform regulations / personal appearance / court attire (PM 1043,1045)		
Meals and breaks (PM 1032)		
Various departmental bulletin boards / purpose		
Public image and expectation of public safety employees		
Vacation / holiday / comp time regulations (PM 1014; MOU 11-15)		
Dispatcher training guide / format		
Daily / weekly / yearly evaluations		
Remediation / action plans		
Probationary status (MOU6)		



Section 1: ADMINISTRATIVE ORIENTATION		
AGENCY ORIENTATION: (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
The trainee will be assigned on ride-a-longs to see the various areas of the city. Selected field personnel will make this a valid training experience in both learning the jurisdictional boundaries and exposure to the complex issues confronted by field officers (four hours blocks suggested).		
The trainee will possess proper uniform, equipment, supplies, and will demonstrate understanding of:		
Policy manual, MOU, uniform policy, 10-code card		
LawNet		
User Manuals		
The trainee is made aware of hazards particular to the working environment, including:		
Electrical hazards associated with spilled liquids on or in the console		
Location and types of fire extinguishers and their proper use		
Reporting of hazards – broken equipment, etc.		
Emergency evacuation routes and procedures		
Procedures for on-duty injury reports		
Procedure for reporting sick-calls by others		



Section 1: ADMINISTRATIVE ORIENTATION		
<u>RELATED LAW ENFORCEMENT AGENCIES:</u>	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
The trainee will identify the basic responsibilities and type(s) of assistance rendered by:		
California Highway Patrol (CHP)		
Department of Motor Vehicles (DMV)		
Department of Justice (DOJ)		
Federal Bureau of Investigation (FBI)		
County Communications		
County Sheriff's Department - Coroner		
Bureau of Alcohol, Tobacco and Firearms (ATF)		
Fish & Wildlife		
District Attorney's Office (DA)		
Child Protective Services (CPS)		
Adult Protective Services (APS)		
United States Postal Inspectors		
United States Secret Service		
United States Immigration & Customs Enforcement (ICE)		
First Chance		
San Mateo County Medical Center (SMCMC, CHOPE)		
Blood draw technician		
Red Cross		
Chaplain		
County Narcotics Task Force (NTF)		
County Vehicle Theft Task Force (VTTF)		
CalTrans		
CalTrain		



Section 1: ADMINISTRATIVE ORIENTATION		
RELATED LAW ENFORCEMENT AGENCIES: (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<u>Mutual Aid Response:</u> The trainee will understand the City/County Law Enforcement Mutual Aid Response Plan, including:		
How law enforcement mutual aid is activated in this county		
Those agencies which respond to us, and which agencies we respond to.		
The trainee will identify the concepts of mutual aid and local policy related to assisting outside the primary jurisdiction of the agency in the following circumstances:		
Responding to calls for assistance outside the primary jurisdiction		
Assisting outside agencies within this jurisdiction, when requested		
Requesting non-mutual aid assistance from adjoining jurisdictions		
Search and rescue units		
Child abduction Protocol / Amber Alerts		
Tac Alerts / Code 666's / Officer safety broadcasts		





Section 1: ADMINISTRATIVE ORIENTATION		
<u>AGENCY FORMS:</u> The trainee will understand the purpose and use of departmental forms most frequently used in the communications field.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
Dispatch card (to use as back up)		
Overtime & Request for leave forms		
Sick leave procedure		
Administrative message tracking		
Counter report		
Property & Evidence form		
Hazardous materials checklist (Patrol forms)		
NTF Complaint Form		
Citizen complaint form		
Vehicle release		
BPD receipts		



Section 2: EQUIPMENT ORIENTATION		
<b>COMMUNICATIONS EQUIPMENT:</b> The trainee will know the purpose and understand the functions of equipment used and the lines of responsibility for the maintenance of the equipment.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
The trainee will understand the purpose and demonstrate the ability to use and/or the efficient operation of the following:		
Headset		
Voiceprint		
Printers		
Time stamp machine		
Emergency generator		
PCMSS CLETS access (on PC)		
1. Be sure BLM is routed properly		
Lucity		
Avigilon security cameras		
GEM911 (Text-2-911)		
<b>RADIO CONSOLES:</b> The trainee shall demonstrate the knowledge of the location and the proper use of:		
Radio console		
Microphone		
Radio channels		
Select / unselect audio		
Channel volume control		
Alert tone		
Priority marker		
CCC Button (drops PD1 from an in progress broadcast)		
Portable radio		
Problem radio spots		
Repeater locations		



Section 2: EQUIPMENT ORIENTATION		
<u>DISPATCH CONSOLES:</u> (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
Repair notification for radios, headset jacks		
Standby mode		
<u>VESTA PHONE SYSTEM:</u> The trainee shall demonstrate the knowledge of the location and the proper use of:		
Phone lines		
Answer / hold / hang up (keypad & touch screen)		
Vesta IRR		
Hotkeys		
Transferring		
ANI/ALI		
911 ANI/ALI into RIMS		
Priority abandoned calls vs. Emergency Callback button		
TTY – Hearing impaired – procedure		
WPH2 Refresh		
ANI/ALI Manual Request		
<u>MISCELLANEOUS EQUIPMENT:</u> The trainee will know the location and understand the functions of equipment used and the lines of responsibility for the maintenance of the equipment:		
Copy/fax machine		
Credit card machine (Square)		
Laminating machine		
Label Machine		
Individual Responsibility:		
1. Required maintenance of equipment		
2. Care of console surfaces		
3. Overall dispatch organization / cleanliness		



Section 3: TELETYPE COMMUNICATIONS SYSTEM		
TELETYPE COMMUNICATIONS SYSTEMS OVERVIEW: The trainee will know and understand the teletype communications system used in the communications center.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
Policy (PM 810)		
Security		
User responsibility		
Liability		
<b>CLETS (California Law Enforcement Telecommunications System)</b>		
Statewide network		
Stolen Vehicle System (SVS)		
Automated Boat System (ABS)		
Automated Firearms System (AFS)		
Automated Property System (APS)		
Wanted Persons System (WPS)		
California Automated Restraining & Protection Order System (CARPOS)		
Supervised Release File (SRF)		
Criminal History System (CHS)		
Missing & Unidentified Persons System (MUPS)		
Mental Health Firearms Prohibition System (MHFPS)		
Armed Prohibited Persons System (APPS)		



Section 3: TELETYPE COMMUNICATIONS SYSTEM		
<u>TELETYPE COMMUNICATIONS SYSTEMS OVERVIEW:</u> (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
The trainee will know and understand and/or demonstrate the ability to access, input, and retrieve information in the following files:		
<b>Department of Motor Vehicles (DMV)</b>		
Vehicle registration		
Driver's license		
Occupational licensing (Dealer plates)		
Vehicle parking citations		
The trainee will know and understand and/or demonstrate the ability to access, input, and retrieve information, and send messages in the nationwide system. The trainee shall be able to use resources materials/manuals effectively:		
<b>National Crime Information Center (NCIC)</b>		
Federal network		
Law enforcement agencies		
Vehicle file		
Boat file		
Article file		
Gun file		
Wanted persons file		
Violent felon file		
Missing person file		
Foreign fugitive file		
Unidentified persons file		
US Secret Service file		
Interstate Identification Index (III)		
Securities file		
ORI file		



Section 3: TELETYPE COMMUNICATIONS SYSTEM		
<u>TELETYPE COMMUNICATIONS SYSTEMS OVERVIEW:</u> (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
The trainee will know and understand and/or demonstrate the ability to access, input, and retrieve information and send messages in the nationwide system. The trainee shall be able to use resource materials/manuals effectively:		
<b>National Law Enforcement Telecommunications System (NLETS)</b>		
Vehicle registration		
Driver's license		
Boat registration		
Snowmobile registration		
Hazardous material (HAZMAT)		
Aircraft tracking (FAA)		
Aircraft registration (FAA)		
Interstate broadcasts		
<b>INTERPOL</b>		
Canadian interface		
Criminal history		
NICB		
Administrative messages		



Section 3: TELETYPE COMMUNICATIONS SYSTEM		
<u>TELETYPE COMMUNICATIONS SYSTEMS OVERVIEW:</u> (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
The trainee will understand and/or demonstrate the ability to access, input, retrieve information and send teletype messages in the county system:		
<b>Sheriff's Record (SR) – also known as CJIS</b>		
How to get the ID number		
SMCS mask in CLETS & RIMS		
Two types of information available (SMT & Hist)		
<b>San Mateo Area Rapid Telecommunications System (SMARTS)</b>		
Masks		
TN, TD, TG transactions		
CDL inquiry		
Cheat Sheet		
User group notification (on login screen, F10)		



Section 3: TELETYPE COMMUNICATIONS SYSTEM		
<u>CLETS / CJIS SYSTEMS:</u> The trainee will know and understand and/or demonstrate the ability to access, input, retrieve information and send teletype messages in the CLETS / CJIS systems.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<b>Stolen Vehicle System (SVS)</b>		
Inquiry		
Entry		
Update – Locate / Modify		
Update – Clear / Cancel		
<b>Automated Boat System</b>		
Inquiry		
Entry		
Update – Locate / Modify		
Update – Clear / Cancel		
<b>Automated Property System (APS)</b>		
Inquiry		
Entry		
Update – Locate / Modify		
Update – Clear / Cancel		
<b>Supervised Release File (SRF)</b>		
Inquiry		
Contact message		
<b>Wanted Persons System (WPS)</b>		
Inquiry		
Entry		
Update – Locate / Modify		
Update – Clear / Cancel		





Section 3: TELETYPE COMMUNICATIONS SYSTEM		
CLETS / CJIS SYSTEMS: (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<b>California Automated Restraining &amp; Protection Order System (CARPOS)</b>		
Inquiry		
Entry (EPOs & proof of service only)		
Update – Locate / Modify		
Update – Clear / Cancel		
<b>Criminal History System (CHS)</b>		
Inquiry		
Logging in RIMS		
<b>Missing &amp; Unidentified Persons System (MUPS)</b>		
Inquiry		
Entry		
Update – Locate / Modify		
Update – Clear / Cancel		
MP – Suspect Entry		
Update – Locate / Modify		
Update – Clear / Cancel		
MP – Suspect Vehicle Entry		
Update – Locate / Modify		
Update – Clear / Cancel		
<b>Automated Warrant System (AWS)</b>		
Inquiry		
Entry		
Update – Modify		
Update – Status change(M3066)		



Section 3: TELETYPE COMMUNICATIONS SYSTEM		
<u>CLETS / CJIS SYSTEMS:</u> (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<b>Mental Health Firearms Prohibition System (MHFPS)</b>		
Inquiry		
<b>Armed &amp; Prohibited Persons System (APPS)</b>		
Inquiry		



Section 4: CAD and RMS		
<b>RIMS CAD &amp; RMS system:</b> The trainee will understand and demonstrate the ability to navigate the RIMS computer aided dispatch (CAD) and records management system (RMS). Practice in the RIMS training database is encouraged prior to live use.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<b>Computer Aided Dispatch (CAD)</b>		
Officer initiated events		
Calls for service		
Reporting party (RP) information		
Proper format of phone numbers		
Adding people/vehicles to incidents		
Use of shortcuts and command line		
Searches		
Premise file		
Location history		
Messaging		
Person telephone search		
Writing case supplements		
Shift Bulletin		
Repossession incidents		
<b>Running CLETS through CAD</b>		
Driver's License		
Vehicles plates / VINs		
Property		
Firearms		
Boats		
Armed Prohibited Persons		
Restraining Orders		
Wanted Persons		



Section 4: CAD and RMS		
<u>RIMS CAD &amp; RMS system:</u> (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
Criminal History		
Stolen Vehicles		
RIMS Form Manager		
<b>Record Management System (RMS)</b>		
People		
Vehicles		
Cases		
Citations		
Tow companies		
Warrants		
Ready reference		
Phone list		
Criminal history tracking		
Crime report / Accident report		
Restraining orders		
RECORDS INFORMATION: The trainee shall be aware of the different record type functions handled by the dispatchers. The trainee will be aware of where information is filed:		
DA report processing		
Release of information		



Section 5: CALL TAKING		
<b>BASIC OPERATIONAL INFORMATION:</b> The trainee shall develop knowledge of the functions and the basic skills of a public safety dispatcher, including a clear understanding of the critical nature of the position.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<b>DEMEANOR:</b> The trainee will demonstrate an awareness of the accepted and proper levels of demeanor and professionalism in public safety communications.		
Strive to perform duties in a professional & courteous manner		
Be prepared to explain actions satisfactory to the public when necessary		
Whenever appropriate, make the public aware of problems, limitations law enforcement faces		
Project an image of poise and efficiency		
Use plain English with the public; use code and technical terms with other professionals		
Take control of conversations in a courteous, yet businesslike manner		
Create confidence and good will		
Take no action which may be constructed as critical of disparaging of any race, creed or class of people		
Dispatchers primary responsibilities are to the safety of the public and the law enforcement officers		
Public safety employees are subject to the closest scrutiny		
Never display a patronizing or condescending attitude		
Offer patience and tolerance to vague and confused callers		
<b>PRIORITY:</b> The trainee will develop the skills necessary to prioritize calls. Calls for service and assistance from both the public and field units will be screened for the following:		
Which incoming telephone lines are priority lines to be answered immediately		
<u>Any</u> incoming line may be a request for help in a life or death situation		
Assist all callers to the best of the Dispatchers ability or refer them to resources		
The first action is determining the nature of the call, allowing for handling of multiple incoming calls in order of importance (priority)		
Recognizing that calls for service must take precedence over calls for information		
Any call regarding an in progress threat to public safety takes priority over calls for information		



Section 5: CALL TAKING		
<u>BASIC OPERATIONAL INFORMATION:</u> (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<u>PRIORITY:</u> (continued)		
Low priority calls are "screened" for handling via telephone as an option if the citizen prefers		
Non-emergency calls are screened to ensure public and officer safety		
<u>BASIC CALL TAKING SKILLS:</u> The trainee will identify and perform what must be accomplished by the call taker in a telephonic public contact, which will result in a positive department image and effective communications, including:		
Prompt answering		
Appropriate greeting and identification		
Appropriate prioritization		
Courteous/active listening		
Appropriate questioning		
Accurate recording of information		
Demonstrate interest and sincerity		
Timely routing of information to the officers		
Provide accurate and appropriate information to the caller		
When necessary, make appropriate telephone transfers		
If unable to assist, provide reasonable alternative to the caller		
Assertive control of conversation		
Terminate call in a professional manner		
Critical in progress calls kept on the line until officer arrival		
Address and telephone number repeated to caller for accuracy		
Proper determination of injury		
Accurate and complete descriptions obtained		
Information obtained about possible weapon(s) involved		
Information obtained about drugs or alcohol involved		



Section 5: CALL TAKING		
TELEPHONE: (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<b>SPECIAL TELEPHONE INCIDENTS:</b> Given stressful situations or interactions with the public, the trainee will communicate properly and effectively with the following types of callers who are:		
Hostile or Uncooperative		
Hysterical		
Intoxicated		
Mentally unstable		
Suicidal		
Non-English speaking (Language Line)		
Speech impaired / Hard of Hearing(TDD,Text911, Relay Services)		
Inappropriate Language		
Child callers		
Elderly callers		
Seeking non-police related information or assistance		
<b>SPECIFIC CALLS FOR SERVICE:</b> The trainee will identify the questions and types of information to be obtained for the following types of calls:		
Vehicle disturbance		
Subject disturbance		
Intoxicated subjects		
Vehicle thefts		
Nuisances		
Theft		
Vandalism		
Sex crimes		
Lost / found property		
Animal calls		



Section 5: CALL TAKING		
TELEPHONE: (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<u>SPECIFIC CALLS FOR SERVICE:</u> (continued)		
Narcotics violations		
Frequent patrols / passing checks		
Attempt to contact / attempt to locate		
Parking problems		
Missing persons		
Juvenile problems / runaways		
Suspicious circumstances		
Prowler		
Domestic disturbance		
Murder / attempted murder		
Assault / battery		
Kidnap / parental abduction		
Robbery		
Burglary		
Alarms		
Child abuse / CPS referrals		
Subject with a gun		
Shots fired		
Barricaded subject		
Bomb threat / disposal		
Traffic incident / accident		
Hazardous materials incident		





Section 5: CALL TAKING		
TELEPHONE: (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<u>SPECIFIC CALLS FOR SERVICE:</u> (continued)		
Medical calls		
Dead body		
Nature unknown		
<u>FRONT COUNTER:</u> The trainee will learn and perform the tasks associated with greeting the public at the front counter:		
Greet the public in a polite, professional manner		
Take the time to carefully answer questions and complaints fully to the citizens satisfaction		
Project good will and a positive department image		
Display a helpful, patient, tolerant attitude towards requests		
Determine what the person needs though proper questioning		
Learn appropriate responses regarding fees for other services provided by the department		
Know the business hours of other city departments		
Make referrals when appropriate to other departments, watch commander, administrator, etc.		
Demonstrate appropriate referrals within the chain of command		



Section 6: DISPATCHING		
<b>BASIC OPERATIONAL INFORMATION:</b> The trainee shall develop knowledge of the functions and the basic skills of a public safety dispatcher, including a clear understanding of the critical nature of the position.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
Informational requests via radio are dealt with in a timely manner		
Life threatening field situations take precedence over all other radio communications		
Life threatening field situations take precedence over all other telephone calls requests for service unless another life threatening situations is reported		
Channel control during pursuits must be handled according to agency and county protocols (PM 314, 458 & 801)		
Informational broadcasts must be relayed promptly and correctly; in order of priority		
Recognition that if any of the following circumstance are present, the department's response must be immediate:		
Immediate danger of bodily harm		
Crime in progress or just occurred		
Suspect(s) in the immediate vicinity		
Physical evidence in imminent danger of being disturbed, contaminated or destroyed		
<b>CODES/LANGUAGE:</b> The trainee will demonstrate a familiarity with the agency's accepted radio language and the ability to compose messages in a clear, concise and practical manner. The trainee will demonstrate a knowledge of the following:		
Proper identification of field units		
Proper identification of other agencies sharing the various frequencies		
When plain English is appropriate		
The logical composition and sequence of radio broadcasts		
Vehicle description – CYMBAL C – Color Y – Year M – Make B – Body style(or model) A – Additional descriptive information L – License plate (including state)		
Suspect description Physical – head to toe (race, height, weight, hair, facial hair, glasses, ect.) Clothing – head to toe (hats, jackets, shirt, pants/shorts, shoes, bags, WEAPONS)		



Section 6: DISPATCHING		
<u>BASIC OPERATIONAL INFORMATION:</u> (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
Agency radio codes – Provided with agency orientation		
Proper method of providing clear numeric messages (addresses, license plates numbers, telephone numbers, etc.)		
Standard phonetic alphabet		
Common Vehicle Code, Penal Code and other related statutes used most frequently in law enforcement		



Section 6: DISPATCHING		
<b>RADIO PROCEDURES:</b> The trainee will be familiar with the proper use of radio dispatching equipment and demonstrate appropriate dispatching techniques.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<b>GENERAL PROCEDURES:</b> The trainee shall demonstrate proper utilization of available field resources through the following:		
Initiating broadcasts, including BOL's for other agencies		
Relaying all pertinent and accurate information		
Proper voice modulation		
Ability to accurately copy, understand and acknowledge radio traffic		
Obtaining pertinent information from field units if not provided		
<b>CRITICAL PROCEDURES:</b> the trainee will also be alert to and familiar with procedures related to emergency radio traffic by properly monitoring and controlling the following:		
Foot pursuits		
Vehicular pursuits		
Officer needs assistance help		
Major, in-progress calls		
Request for perimeter control		
Vehicle stop w/dangerous suspects (felony stop)		
Officer involved shooting		
Nature unknown		
Major riot or disturbance		
Injury accident		
Occupied stolen vehicle		
Hostage situation		



Section 6: DISPATCHING		
<u>RADIO PROCEDURES:</u> (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<u>REQUIRED SKILLS:</u> The trainee shall also demonstrate the following:		
Self-control under pressure		
Accuracy and confidentiality of radio communications		
Proper and professional terminology		
A basic understanding of all phases of deployment of Tac Alerts		
Proper tracking and identification of available units		
Proper selection of units to dispatch		
Knowledge of beat boundaries		
Knowledge of jurisdictional boundaries		
Knowledge of mutual aid resources		
Proper notification of supervisor(s)		
Determining appropriate number of units to assign		
Beat fill-in(substitution) general rules		
Maintaining accurate status of units		
Officer safety awareness		
Proper utilization of all available channels / frequencies		
Ability to clarify unclear transmissions to verify their meaning		
Dispatch in a clear, concise and logical manner		
The ability to make quick, effective decisions		
The ability to accurately understand and follow directions		



Section 6: DISPATCHING		
RADIO PROCEDURES: (continued)	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
<u>FIELD RESOURCES:</u> The trainee shall also demonstrate the proper and timely utilization of the following:		
Emergency medical response		
Code 2 ambulance response		
Fire department response		
Coroner		
Administration call out		
Detective call out		
SWAT team activation		
FBI		
PG&E		
Telephone company		
Cable company		
Mid-Peninsula Water Department		
Belmont Public Works Department		
Tow truck procedure		
Taxi service		
Traffic signal maintenance		
CalTrans		
Transit Police (SMSO)		
Hazardous material disposal		



Section 6: DISPATCHING		
COMMON INCIDENTS: The trainee will understand how to handle various types of incidents.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY	KNOWLEDGE OR ABILITY DEMONSTRATED BY TRAINEE
The trainee will identify actions required when confronted with telephone and/or radio initiated reports of the following:		
Electrical wires down		
Hazardous street conditions		
Damage to fire hydrants		
Water leaks / main to meter / main to residences		
Gas leaks		
Military personnel involved in an accident		
Sick / injured prisoners		
Communications center radio console down		
Sick / injured animals		
LOCAL GEOGRAPHY: The trainee will learn the general geography of the jurisdiction and demonstrate an ability to map read:		
Commonplace landmarks, parks, schools, shopping areas		
Topography – hills, water ways and other unique features within the jurisdiction		
Special enforcement area: industrial/commercial, redevelopment		
Major roadways, freeways, barriers, railroad tracks, secured access gates		
Jurisdictional boundaries		



## Role-Playing Exercise

For each of the following examples, the trainer (or other selected person) will play the caller and the trainee will be the call-taker. The trainee will create a call for service using the RIMS training database, including a clear and concise narrative and the appropriate call type. The trainer should not read the scenario verbatim, but use the information as a guide. The trainee should exhibit the ability to include information that is relevant and omit elements that are not necessary. If the trainee believes no call for service is needed, they should articulate to the trainer why they would not send a PD response.

(\*The trainer and trainee should initial and date each scenario after it has been satisfactorily completed and discussed\*)

#	Details	Date	Trainer Initials	Trainee Initials
1	I live at 2608 Read Ave. and across the street from me there is a man lying down on the sidewalk. He looks young, with a black Van Halen t-shirt on and black pants. I don't know if he's drunk or what, he reminds me of my uncle Joe. Anyway, get someone out here, he doesn't look too good. I want to be anonymous.			
2	I just came home and my house has been robbed! I live at 806 Ruth Avenue. The front door was kicked in and my TV, DVD player, stove and sofa are all missing. I have been at work all day and just got here. My neighbors didn't see a thing, but I think they were working as well. It could have been someone who doesn't like me, maybe this guy at work that I turned down for a date. Send someone over quick! My name is Mary Stewart 802-1234.			
3	Yes, this is Barrett Community Center calling we have a young boy here who was beaten up by another boy. He does not appear to have any serious injuries and the other kids are making fun of him. His name is Jack Black and he will be waiting in the office with me. I have not been able to contact he parents yet and he is still so upset he cannot give me any more information. I am the director of the center and my name is John Jones at 595-2305.			
4	(911 call from 1610 Ralston Avenue) Yes, yes hurry, someone is firing a gun off in the middle of the street. I can see the smoke and fire in the sky. I can't see anyone but a couple of kids, one is Hispanic and the other is White. It is coming from the rear of my house. Hurry.			
5	I'd like to have an officer check on my sister. Her name is Adell Smith. She calls me every week without fail and did not call yesterday. She drinks too much sometimes and has been seeing some awful man she met at a bar. I think his name is Matt. But anyway, she never misses out phone calls. She may be at his house, its somewhere on Old County road, Oh I can't remember. Anyway, my name is Anne Smith and I live at 2100 Primrose, 354-0761.			





# Dispatcher Training Manual

Belmont Police Department  
"Tradition of Service"

#	Details	Date	Trainer Initials	Trainee Initials
6	This is San Mateo General reporting a domestic violence incident. I have the victim, Shirley Temple here in the ER. She said this occurred last night and she has a broken left arm. She said her husband did this to her and she is afraid to go home. She lives at 806 Ruth Avenue. My name is Margie 555-6743.			
7	I lost my wallet. It had all my credit cards, (sobbing) my drivers license and social security card. I think I left it on top of my car when I left for work this morning. I work at home Depot at the Bridgepoint Shopping Center. My name is Gina Davis. I will be at work today until 5pm, my number is 595-1703. My home address is 2810 Ponce Avenue.			
8	My next door neighbors dog has been barking all night and I'm pissed. I call all the time and you guys never do a thing. I don't know his address but I live at 413 Chesterton Avenue and he is a few houses over. Why can't you guys do something? I don't want a cop to come to my door and if I have to call one more time, I'm going to take care of the problem myself!			
9	(911 call from 1000 South Road) Send the cops out right away, there's a drug deal going down. I can see tow white guys leaning into the car windows of a older Chevy truck; one has money in his hand. I just know he's buying drugs! This is normally a nice neighborhood, but these guys have been coming around a lot and it's just bad news. I don't want to give my name because they might find out.			
10	(This is CHP with a mobile 9-1-1 transfer of an accident, sir, go ahead.) "Yes, I was just hit in front the Safeway on El Camino. This is not my fault and I think he is drunk or something. I have pulled off into the parking lot. I am Bob Dole, cell phone is 415-432-7865. I am in a White Ford, the other car is brown Camaro.			
11	(RP at front counter) I have a problem. My son has not been attending school, he goes to Carlmont High School and is giving me a hard time at home. I think he is stealing money from me and may be using drugs. We live at the BelMateo Motel, but I have come to the police station so he won't know I am contacting you. He's out with his friends somewhere right now. I am Betty Rubble, his name is Steve.			



# Dispatcher Training Manual

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#	Details	Date	Trainer Initials	Trainee Initials
12	I want to report my car stolen. I left it in front of my friend's house while I went on a business trip and he just called to say it is not there. I live at 1532 Lodi, San Mateo. My friends name is Robert Smith and I am Steve Masters. The car is a 91 Nissan Sentra, blue, license is 1BTR322. Robert lives at 1001 Continentals and my number is 341-6752.			
13	(911 call from 561 Ralston Ave) "Get someone over here now! My wife is drunk and out of control. She is just trippin! I want her out of my house now! My name is Chris. Her name is Leslie. She is throwing things around and will not calm down.			
14	Two weeks ago I had some work done on my car at Pete's Auto (415 Old County Rd) and now the car will not start. I called them and they are refusing to take another look at it. Can an officer meet me over there to settle this? I'm Bob Price and I live at 2727 Edison, San Mateo.			
15	This is Mountain View Police, can you do an attempt to contact for us? We had a theft in our city about an hour ago and we need to see if you can track down a car that may have been involved. Red Chevy Blazer, Plate is 145ZDE, reg comes back to 1041 Elmer St. R/O shows to be Larry King. Can you attempt to contact him and ask him who was driving his car today?			
16	There is a huge group of kids playing basketball in the middle of the street. It's 8 o'clock at night, I'm trying to sleep and it's driving me crazy. Send someone out to 1500B Fifth Avenue at the corner.			
17	"This is County Fire calling, we need traffic control for 2820 Ponce, possible structure fire."			
18	This is County Radio, we need you to respond and secure the scene for a possible overdose at Motel 6. All we have so far is a 24 yr old female may have taken some pills, her boyfriend called for her, he doesn't sound too sharp.			
19	(After hours lobby phone) I am at your front door and want to report an accident that happened yesterday in front of my work at Lunardi's. No one was injured but I have a least \$500 worth of damage on my car. My name is Ponce Deleon.			



# Dispatcher Training Manual

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#	Details	Date	Trainer Initials	Trainee Initials
20	I need to get a report for someone who keeps calling my house and hanging up. I am at work right now at Holiday Liquors on Ralston and they don't call me here, just at home. I live in San Carlos at 1532 Elm St. Can you send someone to my work or can they call me here? My name is Candy Jones and my cell number is 595-7020.			
21	Someone took my stereo out of my car while I was at class at the College of Notre Dame. I was in class in Oak Hall and I just went in for about 30 minutes to take a midterm and when I came out the window was smashed, and they ripped out my dash. My name is Dave Lee, I am at home now in Atherton. I can be reached at 435-7854.			
22	Someone has been using my credit cards and I need to make a report. I live at 1627 Fifth Ave and I have a Visa bill here for \$10,000 charged at the GAP in Serramonte and some other stores in the East bay. I need a report for the credit card company. My name is Jill Monroe.			
23	I am having a problem with my brother who keeps calling and harassing me about money he thinks I owe him. He lives in Fremont on Blacow Rd. and I live at 423 Wessex Wy. Can you have an officer call him and ask him to stop? His name is Vincent Gonzalez and I'm Ted Gonzalez. His number is 510-566-7843. Can you just call him? My number is 595-3444. Thanks.			
24	This is Detective Hussey, I need a report number for a sex reg. The person's name is Jimmy Carter.			
25	This is Sgt. Adams, I need to get a report number for a 261 that occurred at 500 El Camino on 10/10/06. It's just being reported now.			
26	My name is Clark Kent and I was kicked out of the house last night by my girlfriend Lois Lane and I need to get some stuff. I will be waiting in front of 1700 Fairway in a red truck. She is still mad at me and I don't want her to yell at me. She said I would have to bring the cops if I wanted to get my stuff.			



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#	Details	Date	Trainer Initials	Trainee Initials
27	This is a long story but I have suspected my next door neighbor's son of taking things from my garage for a long time and now I want to do something about it. Things have been disappearing, like tools and car parts and I haven't said anything, but would like an officer to come and speak with him. His name is Ricky Henderson. I'm Alice Brady and I live at 806 Hill St. Nothing has been taken recently, but I know he is planning to take something this weekend when I go out of town. My number is 668-1543.			
28	(911 call from Domino's on ECR). We have just been robbed! Two kids just came in and took five pizzas that were sitting on the counter waiting to be delivered! All were large, one was thick crust, one combo, one veggie and three meat lovers. They were inside a red delivery pouch. I didn't see which way they went but one had on a black baseball cap and one was in a brown coat, they left on foot according to the delivery driver who saw them as he was coming in. I'm Billy the manger and I have several witnesses. Our # is 595-6540.			
29	There's a big party going on at Twin Pines Senior Center and they are breaking bottles in the parking lot.			
30	I live at 1101 Village and there are several people who aren't from around here standing in front of our building smoking and being loud. I'm Susan Smith, at 555-6437. They're making me uncomfortable because this is not a neighborhood where Hispanics normally hang out. I don't mean to sound racist, but it's true.			
31	This is volunteer Jim Smith from 840 South Rd and I have some very suspicious activity to report. Some people at a corner house at South Rd are running some sort of business out of their backyard. It just doesn't look right to me. I don't know the address, but it's about two or three house down the street from me on the left side and the house is yellow. Can you check it out and call me back 802-3403.			



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#	Details	Date	Trainer Initials	Trainee Initials
32	I've just arrived at my mother's home, she's 98 years old, and I think she's expired. She is very cold and I have not heard from her in three days. We are at 2200 Hastings Dr #100. I am her daughter Sharon Harrison, the phone here is 595-7444.			
33	(CHP with a transfer of a road-rage, sir, go ahead to Belmont) Hi, yeah, I have been followed by this jerk all the way from Burlingame and now I'm passing 7-11, he is trying to kill me! He is in a white Ford van, no plates on the van and I am in a brown Jeep. I think he is mad because I cut him off. My cell phone is 415 345-1897 and I'm Kirk Francis. We are now past the 7-11 and headed toward El Camino Real.			
34	Yes, I was walking my dog at O'Donnell Park and I found a wallet with cash and credit cards in it. My name is Natasha Smith and I live at 635 Old County Rd #6. The address in the wallet is 121 Laurie Meadows Dr. My phone is 342-5631. Do you think you can find the owner?			
35	My son-in-law is harassing my daughter because she will not let him back in the house until he has completed drug counseling. His name is David Hull and he will not stop, he calls all times of the day and night. I think he is going to come over here and hurt us. We live at 639 Old County Rd. My name is Kay Jones and Kathy is my daughter. Our number is 637-1421. He last called about an hour ago.			



## **11. Maps & Geography**

### **BELMONT PARKS**

- Hallmark Park – 2567 Hallmark Dr. (Beat 3)

Tennis courts, access to watershed running course.

- Water Dog Lake Park – 2223 Lake Rd. (Beat 3)

- Hidden Canyon Park – 2700 Carlmont Dr. (Beat 3)

- Barrett Community Center – 1835 Belburn Dr. ( Beat 2)

Community Center, day care, art gallery, children's play area, community garden and athletic fields.

- McDougal Park - 1403 Solana Dr. (Beat 2)

Athletic fields, children's play area.

- Twin Pines Park – 2 Twin Pines Lane (Beat 2)

Senior/Community Center, meeting rooms, picnic areas, Children's play area, horse shoe pits, summer concerts, and San Mateo County Arts Council

- Patricia Wharton Park – 1600 Notre Dame Ave. (Beat 2)

- Alexander Park – 400 Yorkshire Wy. (Beat 1)

Children's play area, tennis courts, horseshoe area, turf and picnic area.

- O'Donnell Park – 300 Ralston Ave. (Beat 1)

Picnic area, children's play area, basketball courts.

- Davey Glen Park – 501 Davey Geln Rd. (Beat 2)



- Cipriani Park – 2525 Buena Vista Ave. (Beat 3)

Children's play area, picnic area and athletic field.

- Belmont Sports Complex – 550 Island Pk. (Beat 1)

Athletic fields, children's play area, facilities for meetings.

- Belameda Park 1108 Alameda De Las Pulgas (Beat 3)

Small park next to the library that has swings and jungle gym play structures.

### **City Related Facilities**

Barrett Community Center, 1835 Belburn Dr.

Belmont Library, 1110 Alameda

Fire Station 14, 911 Granada St.

Fire Station 15, 2701 Prindle Rd.

Senior Center, 20 Twin Pines Ln.

Cottage Building, 7 Cottage Ln

Manor Building, 10 Twin Pines Ln.

Lodge Building, 40 Twin Pines Ln.

Park & Recreation Office, 30 Twin Pines Ln.

City Hall, 1 Twin Pines Ln.

Police Department, 1 Twin Pines Ln #160.



### **Schools, Public and Private**

#### **Public Schools**

- Belmont/Redwood Shores Elementary  
District Office  
2980 Hallmark Drive, Belmont  
(650) 637-4800
- Carlmont High School, 9-12 Co-Ed  
1400 Alameda de las Pulgas, Belmont  
(650) 595-0210
- Central Elementary (K-5)  
525 Middle Road, Belmont  
(650) 637-4820
- Cipriani Elementary (K-5)  
2525 Buena Vista Avenue  
(650) 637-4840
- Fox Elementary (K-5)  
3100 St. James Road, Belmont  
(650) 637-4850
- Nesbit Elementary (K-5) & Middle School  
500 Biddulph Way, Belmont  
(650) 637-4860
- Ralston Middle School (6-8)  
2675 Ralston Avenue, Belmont  
(650) 637-4880
- Sandpiper Elementary  
801 Redwood Shores Parkway, Redwood City  
(650) 631-1550





### **Private Schools**

- Belmont Oaks Academy (K-5)  
2200 Carlmont Drive, Belmont  
(650) 593-6175
- Carlmont Parents Nursery School  
751 Alameda de Las Pulgas, Belmont  
(650) 593-4155
- The Charles Armstrong School  
1402 Solana Drive, Belmont  
(650) 592-7550
- Gloria Dei Lutheran School (K-8)  
2600 Ralston Avenue, Belmont  
(650) 593-3361
- Immaculate Heart of Mary School  
1000 Alameda de Las Pulgas, Belmont  
(650) 593-4265
- Merry Moppet Preschool  
2200 Carlmont Drive, Belmont  
(650) 593-6175
- Notre Dame Early Learning Center  
1500 Ralston Avenue, Belmont  
(650) 508-3519
- Notre Dame Elementary School  
1500 Ralston Avenue, Belmont  
(650) 591-2209
- Notre Dame High School, 9-12 Girls  
1540 Ralston Avenue, Belmont  
(650) 595-1913
- Notre Dame de Namur University, Co-Ed  
1500 Ralston Avenue, Belmont  
(650) 508-3500



## Dispatcher Training Manual

Belmont Police Department  
"Tradition of Service"

- Serendipity School  
2820 Ponce Avenue, Belmont  
(650) 596-9100
- Crystal Springs Uplands School (Middle School 6-8)  
10 Davis Drive, Belmont  
(650) 645-1000



### **Houses of Worship**

- Christadelphian Ecclesia  
1835 Belburn Drive  
(650) 212-7341
- Church of the Immaculate Heart  
1040 Alameda de Las Pulgas  
(650) 593-6157
- Community of Christ  
3254 Lori Drive  
(650) 591-2877
- Congregational Church of Belmont  
751 Alameda de Las Pulgas  
(650) 593-4547
- Crossing Community Church  
1315 Alameda de Las Pulgas  
(650) 631-3800
- Fellowship Bible Church  
2710 Ralston Avenue  
(650) 591-1322
- Gideon International  
2705 Carmelita Avenue  
(650) 992-4747
- Gloria Dei Lutheran Church  
2600 Ralston Avenue  
(650) 593-3361
- Good Shepherd Episcopal Church  
1300 Fifth Avenue  
(650) 593-4844
- Holy Cross Greek Orthodox  
900 Alameda de Las Pulgas  
(650) 591-4447



## Dispatcher Training Manual

Belmont Police Department  
"Tradition of Service"

- Sisters of Notre Dame de Namur  
1520 Ralston Ave  
(650) 551-0625
- St. Mark's Catholic Church  
325 Marine View Street  
(650) 591-5937
- Yaseen Foundation  
621 Masonic Way  
(650) 591-3690



### **Shopping Centers**

The Belmont Plaza Shopping Center, north of Ralston on ECR

Carlmont Village Shopping Center, on Alameda at Ralston

Namaste Plaza, is a supermarket at 890 Ralston, adjacent to Walgreens

7-Eleven, 1001 Old County Rd.

Safeway, 1100 El Camino Real (Beat 2)

Safeway, 2100 Ralston Ave. (Beat 3)

Belmont Plaza, 390 El Camino Real

### **Hotels, Motels**

Motel 6, 1101 Shoreway Rd.

Extended Stay, 120 Sem Ln.

Silicon Valley Inn, 630 El Camino Real

Holiday Inn Express, 1650 El Camino Real

Bel-Mateo Motel, 803 Belmont Ave.

Hotel Belmont, 560 El Camino Real

### **Gas Stations**

Belmont 76 Service Center, 995 Ralston Ave.

Arco Gas, 470 Ralston Ave.

76 Gas, 1001 Old County Rd.



Chevron, 2045 Ralston Ave.

Shell, 2000 Ralston Ave.

Doubletime Gas, 701 Harbor Blvd.

### **Banks**

Bank of America, 2031 Ralston Ave.

Provident Credit Union, 1050 El Camino Real #C

US Bank, 910 Ralston Ave.

Wells Fargo, 1045 Ralston Ave.

### **Common Care Facilities**

Voralto At Belmont, 900 Sixth Ave.

Silverado Senior Living, 1301 Ralston Ave.

Sunrise Assisted Living, 1010 Alameda de las Pulgas

Carlmont Gardens Nursing, 2140 Carlmont Dr.

F St Apartments, 800 F St.

Hiller House, 803 Hiller St.

Fhar Housing, 2655 Belmont Canyon Rd.



## **12. HAND-OUTS AND RESOURCES**

### **Important Numbers**

#### **CITY OFFICES**

- City Manager's Office  
(650) 595-7413
- City Clerk  
(650) 595-7408  
(650) 595-7413
- City Treasurer  
(650) 637-2961
- Community Development  
(650) 595-7417
- Finance/Administrative Services  
(650) 595-7436
- Parks and Recreation Administration  
(650) 595-7441
- Permit Center  
(650) 595-7441
- Police Administration  
(650) 595-7422  
(650) 595-7404
- Police Business  
(650) 595-7400
- Public Works  
(650) 595-7427
- San Mateo Consolidated Fire Department  
650-522-7900



### CITY SERVICES

Abandoned Vehicles

(650) 595-7455

Building Permits

(650) 595-7427

(650) 595-7422

Business Licenses

(650) 595-7436

Code Enforcement

(650) 637-2968

Construction Hotline

(650) 610-5715

Graffiti Hotline

(650) 595-7455

Library, 1110 Alameda de Las Pulgas

(650) 595-7438

(650) 591-8286

Permit Center

(650) 595-7416

Senior & Community Center

(650) 595-7444

Sewer Back-up (after hours)

(650) 595-7400

Trails Maintenance

(650) 595-7470

Tree Maintenance

(650) 595-7470





### OTHER AGENCIES

Recology (Garbage)  
(650) 595-3900

Bay Area Air Quality Control  
(650) 592-2411

Caltrans Maintenance  
(650) 771-6000  
(650) 358-4129

Child Protective Services  
(650) 595-7922

Health Department (County)  
(650) 363-4305

Mid Peninsula Water District  
(650) 591-8941

Peninsula Humane Society  
(650) 344-8592

Peninsula Conflict Resolution Center  
(650) 340-8200  
(650) 373-3490

PG&E 24-hour help line  
800-743-5000

Post Office,  
640 Masonic Way  
800-275-8777

Sandbag Stations, open 24hrs/7 days  
City Hall, One Twin Pines Lane, rear parking lot  
Belmont Corp Yard, 110 Sem Lane  
Barrett Community Center, 1835 Belburn Dr., parking lot off Ralston Ave.